



**American  
Red Cross**

HR *Direct*Access »

Your HR Solution Center

**DAY 1 Guide for New Users  
(Non-Managers)**

National Sector Staff  
Revised October 2011

## Welcome

*HR DirectAccess* is the initial step toward helping us achieve our vision of a first-class Human Resources environment within the Red Cross that focuses on our employees' needs and development. This system also supports the key priorities for our organization, including standardizing processes and centralizing functions across the Red Cross.

Within this guide, you will find:

- A checklist of what to do during your first day or week in HR Direct Access
- An overview of what is available through the HR DirectAccess Portal
- Sample Paycheck and Pay Statement
- Help Information

As you begin using these applications, do not hesitate to contact the HR DirectAccess Employee Service Center (ESC) with any questions you have. Our new service partners and ESC provider, ADP, is ready to provide you with the assistance and support you need.

**A few words about ADP:**

ADP is an excellent provider of payroll services with more than 50 years of experience in the industry. ADP serves more than 34 million employees for more than 550,000 clients around the world, paying more than 1 in 6 private sector workers in the United States today.

In addition to the implementation of the new Enterprise HR application (Ev5), EeTIME 6.0 and VirtualEdge, ADP will provide the following services for us:

- Payroll
- Employee Service Center
- Employment Verification
- Unemployment Compensation Management

More information about ADP can be found at [www.adp.com](http://www.adp.com)

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## Checklist of Important Tasks for First Pay Period

When you enter HR DirectAccess Self-Service, you will be able to:

- View and change personal information.
- View and print your pay statements and W-2 year-end statements.
- Manage your direct deposit accounts.
- Update your Federal and State tax information.
- Access eTime.
- And much more!

☐ If you haven't done so already, review the job aids and online tutorials for HR DirectAccess located in the training library on line. Specifically, start with the [Employee Training Curriculum](#).

☐ Click this link to go to the HR DirectAccess page on CrossNet. If you are reading this guide in print, you can find the HR DirectAccess Information pages by going to CrossNet –National Headquarters/HR Direct Access.

☐ Create a short-cut to on your Desktop or add **HR DirectAccess** to your Favorites for easy access by using the steps below (if you are using a kiosk, it may already be there!):

**Step One:** Once on the CrossNet Page, right-click with your mouse anywhere on the screen.

**Step Two:** Select Create Shortcut (this will put it directly on your desktop) or Add to Favorites – this will create the link in your favorites' list. Before you select ok, rename the link to distinguish it from other HR DirectAccess links (ex: My HR DirectAccess link)

**Step Three:** Select OK.

**Note:** If you attempt to bookmark the actual HR DirectAccess Portal page, you will receive an error message the next time you try to access it. Make sure you are bookmarking the CrossNet page.

**NOTE:** If you attempt to bookmark the actual HR DirectAccess portal, you will get an error message the next time you attempt to enter that way.

☐ Go to HR DirectAccess Self-Service

- Click on [HR DirectAccess Portal](#) on the CrossNet page
  - You do not need a new password! If you are using a Red Cross computer and you are already logged onto the network, you will land on the Get Started page!
  - If you are accessing this from a home computer, a pop-up will appear requesting your login USER ID and password. Use your regular Red Cross LAN ID name and password.
- Click on Portal and then OK.

☐ Go to the Personal Information Tab:

- Under General, does your name appear correctly? If not, contact your HR Representative.

- Under Addresses, is your address correct? If not, make the necessary changes using this tool.
- Under Emergency Contact, are your emergency contacts listed correctly and up-to date? Now is a good time to review this information and enter any needed updates.
- Under Phone Numbers, is your contact information (e.g. primary/secondary phone) correct and up-to date? Now is a good time to review this information and enter any needed updates.

❑ **Go to the Pay & Taxes Tab:**

- Under Direct Deposit, click on Add New to set up your direct deposit. Follow the job aid titled [ESS – Direct Deposit](#) for more information. The American Red Cross highly recommends that all employees use direct deposit.

❑ **Go to eTIME to Review your Timecard:**

- Step 1:** Logon to the [HR DirectAccess Portal](#)
- Step 2:** Click on the Time and Attendance tab and Select Welcome.
- Step 3:** Click on the first eTIME link on the next screen.
- Step 4:** Click on the My Information and select My Timecard tab.
- Step 5:** From the Time Period list, select the **Current Pay Period**.
- Step 6:** Verify that your timecard contains the correct **Hours Worked** and **Pay Codes** for this pay period.
- Step 7:** On the Approvals menu, click **Approve**.

❑ **Validate** that you have a schedule in **eTIME**.

If not, address it with your manager. A one-time schedule assignment is required. However, if a schedule has not been assigned to you prior to approving your timecard, enter the hours worked for each day in the pay period. Do not approve a timecard that has 0 hours.

❑ **Time Off Requests (TOR):** Using eTIME electronic form only if you have access to web eTIME

- Step 1:** Go to eTIME from the [HR Direct Access Portal](#)
- Step 2:** Click on the My Information tab and select My Actions.
- Step 3:** Select the **Time Off Request** link.
- Step 4:** Fill out the TOR request form and click on **Next**.

Refer to the [training aid](#) for specific steps.

For additional training help, refer to the [HRDA User Manual](#).

Note:

If you have trouble accessing this from home, please consult the [troubleshooting guide](#) posted on CrossNet. Find it under National Headquarters/HR Direct Access/Toolkit/Self-Service/Single Sign On (SSO) Troubleshooting Guide.

## Quick Navigation through Self-Service

### HOME Tab

Move your cursor over the tab to view the menu.

#### 1. Welcome

Watch this area for late breaking news and helpful links to the information you need. You will find links to:

- **Recommended Links** – quick links to CrossNet, Virtual Edge for Red Cross job opportunities, The Work Number for employment and salary verification, Training and more.
- **Message Center at a Glance** – provides important message relating to all employees and the number for the Employee Service Center is listed.
- **Benefits News** - a link to Your Benefits Resources and MyRedCross to learn about your benefits.

In addition, on this front page, you will find links to common standardized Red Cross forms here.

### PERSONAL INFORMATION Tab

Move your cursor over the tab to view or update your address, emergency contacts, personal information, and phone numbers.

#### 1. General

You may review your personal information on this page; however, to change this information, you must submit a completed *Social Security Number and Name Change* form to the Employee Service Center to update your information. Instructions to follow are located on this page.

#### 2. Emergency Contacts

Review and update your emergency contacts. Click the **Add New** button to add an emergency contact. Click on the contact name to change or remove information about the contact.

#### 3. Addresses

Review your address to ensure that it is correct. Click the **Edit** button to update your home address.

#### 4. Phone Number

Click the **Add New** button to add a new telephone number. Click the applicable phone number to change or remove it.

## PAY AND TAXES tab

Use the drop down menu to view your paycheck and W-2 statements, enroll in, view direct deposit information and update tax-withholding status.

### 1. Pay Statements

Your first pay statement will be available to view on your first payday. Subsequent pay statements will be available for viewing 48 hours before payday. Don't forget to sign up to suppress the mailing of your paper statements!

### 2. Direct Deposit

To enroll for the first time or add a new account, click the **Add New** button. Your information will be updated immediately. If you update or add a new bank account too close to your next pay date then you may receive a live check until the next pay period.

### 3. Pay Card – Do you have a Total Pay Card?

Check out your account online!

- Check your account balance
- Look at recent activity on your account, including deposits, withdrawals and purchases
- Change your PIN number
- View or print your last statement
- Get answers to common questions about your card

### 4. Tax Withholding

You can only change your Federal tax withholding (or any option that is underlined). Click: **SAVE**. If you need to make changes to grayed-out areas or an option is not available, contact the Employee Service Center – 877-676-9272

### 5. Annual Statements

This is where you will find your W-2. You will find W2's for the previous three years if you have worked for the American Red Cross or another employer who used ADP payroll services. If you need a copy of a W-2 for an earlier year and you were a Red Cross employee, contact the Employee Service Center to obtain a copy.

### 6. Voluntary Deduction

View all your current voluntary deductions. You may only change or add a deduction for a 403(b) account. If you want to start a 403(b) deduction, you must first set up an account with the vendor.



**American  
Red Cross**

**HR DirectAccess** »

Your HR Solution Center

## SAMPLE PAY CHECK

**American Red Cross**

CO. FILE NO. DEPT. CLOCK VCHR. NO. 131  
168 40567810 XXXXXX

AMERICAN RED CROSS  
600 A FOREST POINT CIRCLE  
CHARLOTTE, NC 28273

**Earnings Statement**

Period Beginning: 01/24/2010  
Period Ending: 02/05/2010  
Pay Date: 02/19/2010

YOUR NAME  
2846 YOUR ADDRESS  
CITY STATE ZIP

Exempted/Allowances:  
Federal: 0  
STATE (your): 0

Social Security Number: [REDACTED]

Earnings	rate	hours	this period	year to date
Reg Regular	11.7200	59.50	697.34	1,394.60
Ce4 Straight	11.7200	1.50	17.58	35.10
Hol Hwk Dt	11.7200	5.70	134.78	269.60
Hol Holiday	11.7200	07.50	87.90	175.80
SH Shift	11.7200	59.00		
SIS Weekend	11.7200	8.20		
<b>Gross Pay</b>				

For illustration purposes only - you may not have these earnings or leaves codes.

Your federal taxable wages this period are \$1,016.58

Other Benefits and Information	this period	total to date
Admin Lv Bal		7.50
Ann Leave Bal		6.27
Sick Bal		3.68

Employee id NEW ID NUMBER 456231

Deductions	statutory		
Federal Income Tax	-104.87	209.74	
Social Security Tax	-64.35	128.71	
Medicare Tax	-15.05	30.10	
OH State Income Tax	-24.19	48.38	
Columbus Income Tax	-25.95	51.90	
<b>Other</b>			
Cks Checking 1	-780.57		
Dn1 Den Pre-Tx1	-4.39*	8.78	
Md1 Med Pre-Tx1	-27.78*	55.56	
Sls Sup Life1	-1.60	3.20	
Vs1 Vls Pre-Tx1	-1.91*	3.82	
401 401K Pre-Tx	-21.44*	42.88	
<b>Net Pay</b>			\$0.00

\* Excluded from federal taxable wages

**Time Card Detail**

DATE	IN	OUT	IN	OUT	TOTAL
Tue 06/23	03:51pm	12:00am			7.70
Wed 06/24	03:56pm	12:03am			7.90
Thu 06/25	03:54pm	12:03am			7.70
Fri 06/26	03:55pm	12:03am			7.80
Sat 06/27	12:59pm	12:59pm			7.50
Tue 06/30	05:30pm	12:00am			8.50
Wed 07/01	03:56pm	12:12am			7.80
Thu 07/02	03:53pm	12:17am			7.90
Fri 07/03	03:53pm	10:08pm			6.70

total hours show as fraction of hour - this example is 6-3 rounding

**American Red Cross**

AMERICAN RED CROSS  
600 A FOREST POINT CIRCLE  
CHARLOTTE, NC 28273

Advlee number: 00000610831  
Pay date: 02/19/2010

Deposited to the account of KATRINA A CITIZEN

account number XXXXX0618 transit ABA XXXX XXXX amount \$780.57



MEMPHIS

VOID AFTER 180 DAYS

NON-NEGOTIABLE



## Other Payroll Information

- Your pay statement will be mailed from Augusta, Georgia to your home. If you receive a live check, consider signing up for direct deposit or the Total Pay Card to ensure that your funds are always available on pay day.
- Enroll in paperless statements to protect your personal information, save ARC funds and save trees!
- If you receive a live check and you cash your live pay check prior to pay day, you will be assessed an early check cashing fee of \$25.00 where permitted by law or collective bargaining agreement.
- Pay errors which do not exceed the greater of 10% of gross pay or \$150 will be settled on the next pay date where permitted by law or collective bargaining agreement. Errors greater than these amounts will be rectified by an off cycle payment via pay card or manual check issued to the employee within one business day of notice of the underpayment.



## HR DirectAccess Employee Service Center (ESC)

The Employee Service Center is available to provide real-time resolution to your questions and inquiries related to Payroll, eTime Navigation, Employee Self Service, and other payroll related support. The Healthcare Services Center (877-860-7526) will continue to provide real time resolution to all Benefits inquiries.

**PHONE:**

877-67-MYARC (877-676-9272) Toll-Free  
515-875-6272 (Direct-dial TOLL Number)

**FAX:**

925-598-2160

**HOURS:**

9:00am – 7:00pm ET  
Monday – Friday  
(except ADP holidays)

**MAILING ADDRESS:**

American Red Cross  
HR DirectAccess Service Center  
P.O. Box 17006  
Augusta, GA 30903

### The Employee Service Center is closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

When contacting the HR DirectAccess Service Center toll-free number – **877-676-9272**, you will be asked to:

1. **ENTER** your **Employee ID**. If you do not already have a 6-digit Employee Identification number (EmplID), please contact your HR Representative. Also, your Employee ID will appear on future pay statements.
2. In order to direct your call to the right customer service representative, you will be prompted to **SELECT** from the following **Menu Options**:

IF YOU HAVE A QUESTION REGARDING...	EXAMPLES	CHOOSE OPTION
<b>PAYROLL</b> or <b>Human Resources (HR)</b>	1. Employment Verification 2. Employee or Manager Self Service (for help with the web site features) 3. Payroll Inquiries	1 <i>follow sub-prompts</i>
<b>BENEFITS</b>	4. Benefit inquiries (enrollment or plan questions) will be routed to Benefits Service Center	2 <i>follow sub-prompts</i>
<b>ALL OTHER QUESTIONS</b>	5. General question not covered	0

3. For security purposes, when you are connected with a customer service representative, you will be asked to **VERIFY** your identity by providing the following **information**:

- Your Full Name
- Your Date of Birth
- Your Home Zip Code

## Who to Contact

ARC Role	Activities/Call Topics	If assistance is required....	Contact Information
<b>Employees</b>			
All employees	<ul style="list-style-type: none"> <li>• “How to” questions pertaining to HR DirectAccess</li> <li>• Employee Self Service</li> <li>• eTime</li> </ul>	<ol style="list-style-type: none"> <li>1. Refer to SharePoint <a href="#">Employee Training Curriculum</a> or the <a href="#">HRDA User Manual</a> (available through CrossNet). If more assistance needed:</li> <li>2. Contact the HR DirectAccess Employee Service Center</li> </ol>	<ol style="list-style-type: none"> <li>1. <a href="#">Employee Training Curriculum</a> or <a href="#">HRDA User Manual</a></li> <li>2. 877-67-MY ARC (877-676-9272)</li> </ol>
	<ul style="list-style-type: none"> <li>• Paycheck inquiries including direct deposit, incorrect pay, missing pay, deductions, or withholdings</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the HR Direct Access Employee Service Center</li> </ul>	<ul style="list-style-type: none"> <li>• 877-67-MY ARC (877-676-9272)</li> </ul>
	<ul style="list-style-type: none"> <li>• Inquiries about hours worked/missed hours on paycheck</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your Manager or Timekeeper</li> </ul>	
	<ul style="list-style-type: none"> <li>• Benefits questions               <ul style="list-style-type: none"> <li>○ i.e. Incorrect deductions, refunds</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Contact the HR Direct Access Employee Service Center</li> </ul>	<ul style="list-style-type: none"> <li>• 877-67-MY ARC (877-676-9272)</li> </ul>
	<ul style="list-style-type: none"> <li>• Benefits questions               <ul style="list-style-type: none"> <li>○ i.e. Benefit or 401(k) plan details, enrollment information</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Contact Hewitt Benefits Service Center</li> </ul>	<ul style="list-style-type: none"> <li>• (877) 860-7526</li> </ul>
	<ul style="list-style-type: none"> <li>• HR policy questions</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your HR Business Consultant</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Your HR Business Consultant</a></li> </ul>
	<ul style="list-style-type: none"> <li>• Accessing the HR DirectAccess portal through CrossNet               <ul style="list-style-type: none"> <li>○ i.e. Password reset, general access issues, home computer configuration to access CrossNet without VPN</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Contact the ARC IT Help Desk</li> </ul>	<ul style="list-style-type: none"> <li>• 888-778-7762</li> </ul>
	<ul style="list-style-type: none"> <li>• 403(b)</li> </ul>	<ol style="list-style-type: none"> <li>1. Enroll with the vendor. Then:</li> <li>2. Use HR Direct Access to create the 403(b) deduction. Sign up via HR Direct Access Portal.</li> <li>3. If more assistance needed, contact: <a href="mailto:benefits@usa.redcross.org">benefits@usa.redcross.org</a></li> </ol>	<ol style="list-style-type: none"> <li>1. Contact 403(b) vendor</li> <li>2. Go to the Portal: Pay &amp; Taxes &gt; Deductions</li> </ol>

## Employment Verification

The Work Number is an automated service that provides you with the ability to provide proof of your employment or income quickly. You benefit from having control of the process, since *you* authorize access to your information. The Work Number provides verification services to over 80 million employees. It is widely known to mortgage lenders, banks, apartment complexes and others who may need proof of your employment or income, and it is easy for them to use.

The Work Number can be used anytime, anywhere – available 24 hours a day, 7 days a week on the web.

### For Proof of Employment

Step 1) Give the person needing proof of your employment, the verifier, the following information:

- Your Social Security Number: XXX - XX - XXXXX
- American Red Cross Employer Code: 11539
- The Work Number Access Options for Verifiers:
  - Option a) [www.theworknumber.com](http://www.theworknumber.com)
  - Option b) 1-800-367-5690

### For Proof of Employment Plus Income

Start by creating a Salary Key. A Salary Key is a six-digit number that allows one-time access to your salary information. Here's how to create a Salary Key:

**Step 1** Access The Work Number either via the Web or telephone:

- a) [www.theworknumber.com](http://www.theworknumber.com)
- b) 1-866-604-6572 or 1-800-424-0253 (TTY)

**Step 2** Select the Employee option and Login. To Login, have the following information:

- American Red Cross Employer Code: 11539
- Your Social Security Number: XXX - XX - XXXXX
- Your PIN

**Step 3** Select the "Create a Salary Key" option and prepare to write down the six-digit number

**Step 4** Give the person needing proof of your employment plus income, the verifier, the following information:

- Your Social Security Number: XXX - XX - XXXXX
- American Red Cross Employer Code: 11539
- Your Salary Key (from Step 3): XXXXXX
- The Work Number Access Options for Verifiers:
  - a) [www.theworknumber.com](http://www.theworknumber.com)
  - b) 1-800-367-5690

\* Public Service Agencies need to visit "Social Services" via the web at [www.theworknumber.com](http://www.theworknumber.com) or call 1-800-660-3399.

**The Work Number Client Service Center - 1-866-604-6572**

Monday – Friday; 7:00 a.m. – 8:00 p.m. (CT)